



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

MCC Telephony of Illinois, Inc.
for quarter ending March 31, 2006

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$18.00	\$40.00	\$38.00	\$96.00
B. Number of credits issued for repairs - 24 - 48 hours	9	20	19	48
C. Number of credits issued for repairs - 48 - 72 hours	0	0	0	0
D. Number of credits issued for repairs - 72 - 96 hours	0	0	0	0
E. Number of credits issued for repairs - 96 - 120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$573.00	\$1,172.00	\$1,635.00	\$3,380.00
B. Number of installations after 5 business days	16	34	24	74
C. Number of installations after 10 business days	2	8	9	19
D. Number of installations after 11 business days	21	41	44	106
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	39	83	77	199

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$1,250.00	\$1,600.00	\$2,850.00	\$5,700.00
B. Number of customers receiving credits	25	32	57	114
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments